

# **RESIDENT Handbook**

## **Officer's Quarters North Patrick Henry Village**

**August 2012**



**USAG Baden-Wuerttemberg  
Directorate of Public Works  
Housing Division  
Heidelberg**



### ***A Note from the Housing Manager***

It is with pleasure that I welcome you to the Heidelberg Military Community. I am confident that your assignment here will be a most rewarding and enjoyable one!

Thank you for taking the time to read the Resident's Handbook. This booklet is intended to familiarize you with where and how to get help.

I invite you to find additional information and services relating to the Housing Division, the Directorate of Public Works (DPW), links to other sites within the USAG Baden-Wuerttemberg, as well as other DPW services by browsing our website at <https://onestop.army.mil> and [www.bw.eur.army.mil](http://www.bw.eur.army.mil). You can even submit a service or work order on this website.

The management and staff of the Housing Division are committed to excellent customer service and are available to assist you with issues that may come up while living in Army Family Housing. If you are dissatisfied with the services provided by a member of my staff, please ask to see the housing manager directly.

I wish you a successful and memorable tour in Heidelberg, Germany!

The Housing Manager

<b>Assignments &amp; Terminations</b>	<b>Chapter 1</b>	<b>4</b>
Assignment of Government Quarters		4
Key and Essential Personnel		4
Exceptional Family Member Program		4
Waiting List Eligibility		4
Temporary Lodging Allowance (TLA) – Entitlement on Arrival		4
Assignment Inspection		4
Termination of Government Quarters		5
Pre-Termination Inspection		5
Furnishings Clearance		5
Final Inspection		5
Damages occurring during Move in/out		5
Temporary Lodging Allowance (TLA) Entitlement on Departure		5
<b>General Information</b>	<b>Chapter 2</b>	<b>6</b>
Conditions of Occupancy		6
Energy conservation		6
Visitors/Resident in Government Quarters		6
Lawn Mowers		6
Fences		6
Fire Wood		7
Ceiling Fans		7
Flags		7
DSN Telephone		7
Air Conditioners		8
Weapons and Ammunition		8
Lockout Procedures		8
Lost Keys		8
Antennas and Satellite Dishes		8
Clogged Drains		9
Entomology		9
Prevention of Mold and Mildew		9
Hazardous Materials		9
Radon		10
Water Quality		10
Service Order Desk – Emergency Service Order or Not?		10
Fire Reporting – Heidelberg		11
Self Help		11
Spring and Fall Cleanup		11
<b>Policies</b>	<b>Chapter 3</b>	<b>12</b>
Policy and Procedures for Residing in Family Housing		12
Quarters Based Home Business		12
Domestic Employees		12
Swimming Pools		12
Occupancy of Government Quarters during Deployment		12
Car Washing		13
Pet Policy		13
The SORT Program		14
<b>Tips and Things to Know</b>		<b>15</b>
<b>Important Phone Numbers</b>		<b>17</b>

## Assignments & Terminations

## Chapter 1

### **Assignment of Government Quarters**

Government quarters will not be offered more than 30 days in advance of the availability date. Applicants who have received a written offer for specific quarters have one working day to respond to the offer. If the applicant does not respond within this period the offer may be rescinded and the applicant removed from the waiting list. A written offer for quarters for an applicant that is in a TLA status will not be rescinded without guidance from the Housing Manager. Once an applicant has accepted the quarters, the housing representative will work with the applicant to arrange for Government furnishings' delivery or pickup. After the scheduled date is arranged, the tenant receives the necessary paperwork for delivery or pickup of household goods.



### **Key and Essential Personnel**

Key and essential military and civilian (K&E) employees are incumbents of designated key and essential positions as established by the installation commander. K&E personnel will be added as a priority one to the appropriate waiting list by date of eligibility and will be assigned the next dwelling unit that becomes available in the appropriate category.

### **Exceptional Family Member Program**

During in-processing, military personnel are obligated to inform their housing counselor of any family members enrolled in the EFMP. Requirements or special requests for modifications to quarters require advanced notification whenever feasible to ensure families with special needs are taken care of in an expedient and adequate manner. Housing Division frequently works in close coordination with the Army Community Service and the Deputy Commander for Clinical Services to ensure a resident's needs are clearly understood, documented, and all options considered. Medical exceptions to policy must be presented in memorandum format from the applicant along with a statement from the Deputy Commander for Clinical Services.

### **Waiting List Eligibility**

Eligibility date for placement on a waiting list or assignment to housing for service members arriving from CONUS will be the date departed last permanent duty station. Service members will not be added to the waiting list before in-processing. Service members who receive orders for an ITT or COT may be placed on the waiting list at the gaining installation 60 days before their reporting date. Eligibility date will be established in accordance with the basic AR 420-1.

### **Temporary Lodging Allowance (TLA) – Entitlement on Arrival**

The entitlement to TLA is governed by USAREUR Regulation 37-4, which assigns the responsibility of ensuring TLA payments are kept to a minimum and correctly authorized. Entitlement to TLA depends on the availability of Government quarters. If quarters are not available, incoming personnel may be authorized up to 30 days TLA. TLA beyond 30 days must be forwarded to the Commander, USAG Baden-Wuerttemberg. Extensions of TLA are not authorized for the personal convenience of the soldier, or for such reasons as not having bed linens.

### **Assignment Inspection**

The assignment inspection is a joint inspection between a Housing Representative and the new residents. The Housing Representative will show residents how to operate the appliances, show the fuse box, issue keys, reevaluate the cleanliness of the quarters, inventory Government furnishings and equipment, and check the overall condition of the quarters.



### **Termination of Government Quarters**

Residents who are clearing their quarters due to a PCS, ETS, retirement, or by Government authority, are entitled to Government-contract cleaning. Residents are still required to perform some cleaning, i.e. removal of all personal belongings and trash, removal of excess grease in the kitchen areas, removal of excess calcium deposits in and around sinks. The Housing representative will provide detailed information during the pre-termination inspection.

### **Pre-Termination Inspection**

Residents are requested to contact the Housing Office approximately 45 - 90 days prior to their anticipated departure from the community to schedule a pre-termination inspection. PCS, ETS, or retirement orders are not required to schedule a pre-inspection. At the appointed date and time of the pre-inspection, an inspector will visit the quarters and provide guidance to residents on their responsibilities for preparing to terminate their quarters, i.e., cleaning standards, maintenance responsibilities, etc.

### **Furnishings Clearance**

During your pre-inspection your inspector will issue a copy of your furnishings hand receipt. Carefully review your hand receipt and ensure all furniture is accounted for. If there are any problems with your hand receipt you must contact the housing office and resolve discrepancies prior to your final inspection.



At the time you schedule your pre and final inspection, please order temporary furniture if required. Individuals, to whom government furnishings were issued, are liable for damage, destruction, or loss caused through negligence or willful misconduct by them or their family members, guests or pets. All furniture transactions for pickup, delivery or rescheduling can be arranged by contacting your housing counselor. There is a three day lease time requirement.

### **Final Inspection**

For residents transferring back to the United States, the final inspection can be scheduled as soon as the resident has a confirmed port call or scheduled departure flight. The final inspection will normally be scheduled three working days prior to the port call. Holidays and Military Training Holidays may require a resident to terminate his quarters a day or two earlier, so residents should talk to their Housing Representative as soon as they have their port call.

### **Damages occurring during Move in/out**

In some instances damages to Government property i.e., walls floors, and stairwells have occurred during the delivery or pick up of the resident's personal belongings or Government furnishings. If this occurs, it is the responsibility of the resident to identify the damage that was caused and to document it in writing. It is recommended to have the contractor that caused the damage to sign this statement. You then must contact the transportation inspector to report these damages. If you notice the damages after the contractor left you have 48 hours to report it. A Damage Report Form with phone numbers will be handed to you at move-in/out. Please ask your housing counselor for a detailed information paper.

### **Temporary Lodging Allowance (TLA) Entitlement on Departure**

Soldiers are entitled to a maximum of three (3) days TLA. This entitlement is authorized due to the Quarters Cleaning Initiative (QCI) which was approved for overseas locations based on a substantial savings of TLA funds.

## General Information

## Chapter 2

### Conditions of Occupancy

The premises are for the sole use of the military member and dependents. Use of the unit for any other purpose is prohibited. Prior written consent must be granted to allow persons, other than temporary guests to reside in government quarters.

The Housing Division is responsible for all repairs not due to the abuse or negligence of the resident, their dependents, or guests during occupancy.

The resident must promptly notify the DPW Service Order Section whenever the structure or the equipment or any fixture contained in the unit become defective, broken, damaged or malfunctions in any way. The assigned military member will be responsible for any damages or loss of property.

The resident will not install or use any equipment that will overload any gas, water, heating, electrical, sewage, drainage, or air conditioning system of the assigned premises.

The resident will obtain written consent from the Housing Division before making any alterations, additions, or improvement to their quarters or common areas. This includes, but is not limited to, structures or appurtenances on patios and balconies and in driveways, parking spaces or yards. All areas must be returned to their original condition at termination of quarters.

### Energy conservation



Residents should be made aware and practice energy conservation. The permissible temperature of 68 degrees F is the norm for military family housing units during the heating months. Please note that during the daytime the temperature in the homes can be 68 degrees F and at night the temperature is reduced to 55 degrees F. If any temperature problems occur residents should contact the Service Order Desk at DSN 387-3310/3311/3312, commercial 06221-4380-3310/3311/3312. Space heaters are not authorized in government quarters.

Plug appliances and electronic devices into power strips with a switch, and turn off appliances from the power strip. Unplug unneeded equipment and appliances (including mobile phone chargers when no phone is charging.) Turn off lights and use daylight whenever possible.

### Visitors/Resident in Government Quarters

Visitors in a tourist status, who are guests of family housing residents, will be considered as guests for a period not to exceed 90 cumulative days, in any 365-day period beginning with the first day of visitation. Multiple occupancy of Army housing by more than one family is not authorized. Written approval must be obtained from the Housing Manager.

### Lawn Mowers

Once a year Directorate of Public Works (DPW) performs maintenance and service on the government issued lawn mowers. During the wintertime the lawn mowers will be picked up, repaired and returned to the residents. POC at the DPW Motor pool Bldg # 3981 is Mr. Poeckler at DSN 387 or Mr. Feller at DSN 387-3152.

### Fences

Residents requesting a fence need to submit a site layout including the type of material to the Chief, Housing Division for approval. All costs will be borne by the residents.

**Fire Wood**

Fire Wood is not obtainable at the Self Help Store. Surrounding do-it-yourself stores, i.e. Baumarkt, Praktiker, Hornbach, carry this item.



**Ceiling Fans**

Until our renovation program is completed, not all quarters are equipped with ceiling fans. Residents who wish to purchase ceiling fans may do so provided the ceiling fans will professionally. All ceiling fans must meet European Code. Residents process a cash collection voucher and set up an appointment for at the Facilities Branch (located in the Housing office) DSN 387-3334.



be installed need to installation

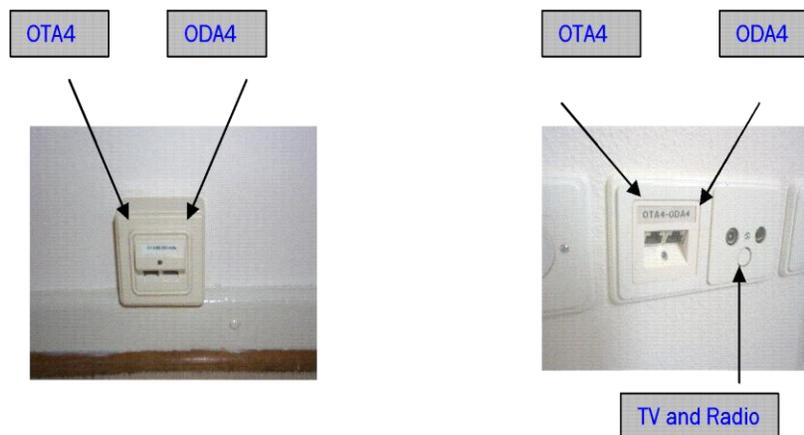
**Flags**

Flag holders are installed on your quarters. Residents are responsible to purchase/provide their own flag.

**DSN Telephone**

The 43<sup>rd</sup> Signal Battalion, Heidelberg Network Service Center has a Communications Center located in building 4531, Patrick Henry Village. This center facilitates your military telephone and military computer/data needs. Residents should coordinate installation of DSN or DATA service through their organization (not Housing) by submitting a DA 3938 to the Customer Service Center (CSC) located at PHV, BLDG# 4531, DSN 388-9570/9011, FAX DSN 388-9570. If residents have been issued a Government Owned Information System (GOIS) they may connect to the military data network. No privately owned or Employee Owned Information Systems (EOIS) are authorized on the network. Residents are encouraged to consult the CSC at PHV prior to ordering commercial telephone and internet service from the local Telekom.

A complete information package is available at the Housing Office.



OTA04/ODA04 is just a numbering scheme that is used to coincide with the patch panel wiring in the basement. A general rule of thumb is the left side, with the "T" in it is utilized for DSN telephone. The right side, with the "D" in it is generally used for the military DATA connection, i.e. computer.

### **Air Conditioners**

**O**nly free-standing interior portable floor model air conditioners with a flexible exhaust hose and a capacity of 1500 watts or less are authorized for use in AFH. Window air conditioners and free-standing portable floor model air conditioners with condensing units that require exterior support system are strictly prohibited.

Approval to install an air conditioning unit must be obtained from the Housing Manager or his/her designated representative prior to installing the AC in government quarters. Forms to request approval to install an AC unit are available in the Housing Division, Facilities Management Branch and on DPW/Housing website [www.dpw.heidelberg.army.mil](http://www.dpw.heidelberg.army.mil)

### **Weapons and Ammunition**

**U**se or possession of weapons, firearms, munitions and explosives including but not limited to, black powder fireworks, BB guns, pellet guns, dart guns, air rifles, bows and arrow, swords, machetes, straight razors, axes, hatchets, martial arts weapons or any other dangerous or deadly weapons is strictly prohibited. Some of these implements deemed as weapons may also be used as tools, such as for camping, and may be possessed so long as they are legal pursuant to local law and custom. This list is not meant to be all inclusive. Knives with a blade longer than 3 inches are prohibited. Exceptions are kitchen knives and government issues survival knives and equipment required to be stored with mobility gear. Military weapons will not be brought into Army Family Housing except as part of official military duties. Cleaning of weapons in this instance is not considered official military duty. See AR 190-11, Physical Security of Arms, Ammunitions and Explosives.

### **Lockout Procedures**

**A**n emergency key for each set of government quarters is maintained at the Directorate of Public Works. Residents who require access to their apartment during normal duty hours from 0800 - 1600 need to call the Housing Office at DSN 387-3302, commercial 06221-4380-3302. After duty hours residents need to contact the MP desk at DSN 388-2222/2333, commercial 06221-678-2222/2333. Charges may apply for during or after hour calls. If no key is available and the lock has to be broken or changed, the resident will be liable for the service fees for an emergency service order.

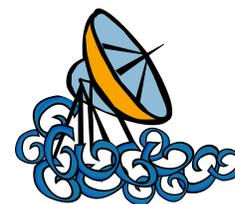
### **Lost Keys**

**R**eplacement of lost keys will be made at the sponsor's expense. Requests for replacement keys must be made in person at the Facilities Management Branch, Housing Division. Residents need to process a cash collection voucher, or statement of charges through the Facilities Branch. No cash will be accepted.

### **Antennas and Satellite Dishes**

**T**his equipment will not be installed outside without written permission of the Housing Division. Requests will be approved when installed professionally. All expenses of installation, maintenance and removal of antennas and satellite dishes, including property restoration costs are the responsibility of the resident. No equipment will be installed by drilling into the façade of any building.

Amateur radio operators must ensure their antenna installations do not cause interference with other residents' radios, TV or stereo sets. Amateur radio operators may refer to USAREUR Regulation 105-41 for details.



### **Clogged Drains**



Residents may not pour grease, oil, or harmful liquids etc., down the drain. Once these items travel down the pipes and sit for any amount of time, the mixture congeals and makes a solid mass that water cannot penetrate. In case of a clogged drain use a plunger. Do not unscrew the shower and bathtub drain under any circumstances. Improperly reassembled siphons will cause water leakages. These water damages are mostly not immediately visible and sometimes it takes days before you notice a wet wall or ceiling.

### **Entomology**

Residents are responsible for integrated pest management in their quarters. The first step is to remove food sources for pests, such as open kitchen garbage cans, food spills, used dishes, and cooking utensils left in the kitchen sink overnight, trash bags containing food, food crumbs on floors and furniture, and food remains on preparation and cooking surfaces. The second step is to attempt counteraction of pest infestation by using materials available at the Self Help Store. If these materials are not sufficient, the third step is a survey and treatment by Pest Control Services. Call 387-3310/3311/3312 commercial 06221-4380-3310/3311/3312 to submit a service order.

### **Prevention of Mold and Mildew**

During the 1980's residential windows were upgraded to double-paned windows. While this is great for energy efficiency, it poses new challenges in fighting mold and mildew. Residents must ventilate daily. If a cross draft is created for 10 minutes once in the morning and once in the evening and after each shower, mold and mildew should not be a problem.

If mold and mildew manage to develop anyway, open windows wide to dry the area, then scrub the mold spots with a solution of 1/3 cup of household detergent, 1/2 cup of chlorine bleach and 4 cups of warm water, rinse and then wipe dry. In the cases of mold on painted surfaces, allow this solution to soak in. Then scrub lightly, rinse and wipe dry. In bathrooms without windows, make sure that the ventilation shaft is open and do not close the bathroom door following showers and baths. The bathroom will benefit while cross-ventilating other parts of the house. If mold and mildew is beyond a resident's capability to fight, contact the Housing Office.

### **Hazardous Materials**

Ensure the storage of hazardous substances such as fuel, oil, and antifreeze do not exceed five liters each per storage room and are stored in authorized manufacture designed containers.

Herbicide and Pesticide applications are restricted if the products can pose a negative impact to health, soil, and or plants. If uncertain, contact the Pest Control Officer at DSN 387-3174. All products applied must have European seal of approval.



Any unknown hazardous materials discovered, hazardous material spills, leaking containers or POVs, etc., must be reported to the Fire Department immediately. POV vehicle maintenance repair will only be conducted at the Tompkins Auto Craft Shop. Restricted are repairs, which may result in the leak/spill/discharge of a hazardous substance into the environment. Adding oil or antifreeze is not considered as maintenance repair.

Asbestos, radon, lead based paint related information and inquiries can be obtained from our DPW website.

### **Radon**

**Radon** is a naturally occurring soil gas that is created by the natural decay of uranium in nearly all soils. It can be found all over Germany – and in the U.S. Typically, it rises up through cracks and other openings in the foundation. All Army Family Housing units have been tested for Radon. If there is a mitigation unit in your home, the test results showed Radon levels above 4 picocuries per Liter (pCi/L), which is the unit of measure for Radon gas. The mitigation unit circulates air to the outside through filters, thus venting the gas to the outside. If there is no mitigation unit in your house the most effective way to prevent Radon build-up is good ventilation. Frequently air out the basement by just opening doors and windows for a little while.

If you have questions and/or concerns regarding this subject, please contact the Industrial Hygienist or the Radon Program Manager at the DPW Environmental Management Office at DSN 387-3145.

### **Water Quality**

**Tap Water** within the Heidelberg Housing Areas is drawn from various, deep wells in the Heidelberg/Mannheim area.

Potable water in each area is tested regularly in accordance with the German Final Governing Standards (GFGS). Those tests are performed on annually, quarterly and monthly basis'. Analysis results show that all installations within the Heidelberg and Mannheim area have a good potable water quality. All tested parameters are below the allowed limits of the GFGS.



**Chlorine:** as soon as water enters the US installation water distribution net, Chlorine is added, as directed by the US Army regulations.

**Fluoride:** Fluoride is added into the water of all on post housing areas.

**Hardness:** In our area we have a hard water level of 4. Hardness is not harmful; it consists of minerals like calcium and magnesium that a human body can use. Hardness can build up unpleasant white residues on dishes and sinks. Please use appropriate amount of washing detergent for laundries and special salt for dishwashers.

### **Service Order Desk – Emergency Service Order or Not?**

**What** is an emergency? **When** do I call? **Whom** do I call? Every resident needs to know that all maintenance calls must be called in during the duty day and that only bona fide emergencies should be called in after duty hours. An unexpected, serious occurrence or situation that could cause injury, or harm to personnel, or cause serious damage to government facilities which occurs after duty hours Monday through Friday, all day Saturday, Sunday, and Holidays is considered an emergency. Call the emergency service order number DSN 115 or CIV 06221-17-115) to report an emergency. The dispatcher receives the calls during these times and determines which calls are emergencies and which personnel should be called in to correct the problem.

During normal duty hours Monday through Fridays 07:00-16:00 please call the service order desk for repairs DSN 387-3310/11/12 or CIV 06221-4380-3310/11/12).

When an appointment is made for DPW services, it is the sponsor's responsibility to be at the quarters for that appointment. If an appointment must be changed call the same number as originally dialed at least one workday prior (or as soon as possible) and reschedule.

### Fire Reporting – Heidelberg

**DSN – 117  
CIV 06221-17-117  
Germany-wide emergency number is 19217**



All fires **MUST** be reported without delay, regardless whether or not damage is sustained.

Emergency phone numbers are required to be posted at every official telephone, in all family quarters. The family housing sponsor is responsible for life safety procedures. As a minimum, family members must know how to report a fire and how to evacuate the building. **In case of fire you must vacate the building and immediately call the Fire Department.**

### Self Help

The Self Help Store can furnish residents with just about any item they need to repair, replace, or refurbish their homes

Many supply items such as fluorescent light bulbs, showerheads, faucets, hoses and handles are one for one, direct exchange. The nonfunctioning item must be brought with you when you come to the store. Additionally, any of the tools you may need to make home repairs are also available at the self Help Store.

Grounds Beautification: Flowerbeds may be planted as a self-help beautification effort. The planting of trees and shrubs are the responsibility of the DPW and will be accomplished as part of the landscape program, in accordance with the Installation Design Guide. Residents are not permitted to plant trees or shrubs without written consent of the Chief, Housing Division.

The Self-Help Store is located at the DPW Compound, Bldg # 3962, DSN 387-3232. Opening hours are Mo – Fr 10:00 – 18:00, Sa 10:00 – 14:00.

### Spring and Fall Cleanup

Once in spring and once in fall the BSB sponsors a neighborhood cleanup program. During the spring the DPW normally provides vouchers to buy flowers for beautification of the housing areas. Each resident is expected to do their fair share of cleaning and beautification within their neighborhoods. Watch for flyers throughout the year listing the times and dates for these events. Supplies and tools are available through the Self-Help Center



**All basic tools can be signed out for a 3-day period. During the spring and fall clean up, the garden power tools will be limited to one day only**

## Policies

## Chapter 3

**The following are abbreviated versions of the current USAG Baden-Wuerttemberg policies. The complete policies are available on request or at [www.bw.eur.army.mil](http://www.bw.eur.army.mil)**

### **Policy and Procedures for Residing in Family Housing**

This policy establishes responsibilities and procedures for personnel residing in government-controlled quarters. It includes the responsibilities for the community area and building coordinator program. This policy is intended to serve as a consolidated, "one-stop" reference, which will ensure that all residents are provided the pertinent "rules of the road" concerning living in government-controlled quarters. The policy could also be described as a guide to "living well" in Heidelberg housing or as a set of "community by-laws." Ultimately, it is intended to improve the quality of life in family housing by ensuring we have well-informed families who understand the various policies affecting "living well" in housing.

### **Quarters Based Home Business**

If you are considering operating a home-based business from your Government quarters you must contact the Garrison Commander to determine the proper procedures for operating a business. Requests must be in writing. Type of business, expected customer load, and any equipment used must be included in the request. Approval by the Garrison commander is required for all commercial endeavors. All business activities are subject to host nation tax, business licensing laws, and are explained fully in USAREUR Regulation 210-70.

### **Domestic Employees**

Described as maids, nannies or housekeepers, sponsors may hire domestic employees to work and reside in sponsor's Government quarters, under two conditions: compliance with Army policy and compliance with German law. Sponsors must request approval from the Housing Manager to allow a domestic employee to reside in GCQ with the sponsor and his/her family. A move to larger quarters, requests for additional furnishings and other housing entitlements to accommodate the domestic employee will not be considered. Allowing Domestic Employees access to the installation without proper clearance through the official gates is a violation of the USAG security policy and is punishable under the UMCJ.

Domestic employees have no entitlement to additional army benefits or privileges. Please ask the Housing Office for a Policy letter and detailed procedures.



### **Swimming Pools**

The use or installation of swimming pools is not authorized in Government owned and Leased Housing. Responsible adults are unable to provide the required supervision at the pool at all times. Pools are typically unfiltered becoming dirty quickly and provide a haven for mosquitoes to hatch which is a health hazard.



Small, very shallow "wading pools" are authorized with the written approval of the Garrison Commander. They must be emptied and dried daily.

### **Occupancy of Government Quarters during Deployment**

Deployed Soldiers are authorized and strongly encouraged to keep their Government Controlled Quarters (GCQ) for the duration of their deployment. Family members may remain in GCQ until the sponsor

returns from deployment. Spouses who remain in their assigned quarters assume responsibility for the quarters.

Soldiers who elect advance return of family members to the Continental United States at Government expense re eligible to reapply for housing upon return from deployment if the Soldier has a minimum of 6 months remaining in the command. Return of family members from CONUS to OCONUS is at the Soldier's expense. Please call the Housing Office and Finance for more information on your entitlements.

### **Car Washing**

**P**rivately Owned Vehicles (POVs) can **ONLY** be washed at the Speedy Lube located on Paton Barracks, and the personal car wash area located directly behind Speedy Lube. If this is not convenient for the resident, then there are alternate locations within the economy similar to American car washes as options.

Military Vehicles can be washed at the vehicle registration wash rack on the DPW Compound near building 3987, or the fuel station wash rack on Tompkins Barracks, near building 4216. Within the Germersheim Army Depot, only military vehicles may be washed. The locations are 214A, near building 7870 and the wash rack at building 7546.

"Mass" POV washings, such as during fund raising events, may only be conducted at the vehicle wash facilities (wash racks) which have functional oil and fuel separators. In these instances, the event **MUST** be approved by the Directorate of Public Works, Environmental Division, DSN 387-3140, Civ 06221-4380-3140, at least 4 weeks prior to the event.



### **Pet Policy**

**R**esidents are responsible for maintaining and controlling their pets. Pet ownership in government quarters is a privilege, subject to revocation in specific instances of policy violation.



No more than two dogs or cats or combination thereof are authorized per dwelling unit. Other domestic pets, including goldfish, hamsters, and birds, may be kept in Army Family Housing. Barnyard animals, or exotic pets, such as snakes, lizards, tarantulas, etc. are prohibited. In accordance with host nation laws American Pit Bull Terrier, Bull Terrier, and Stafford shire Bull Terrier are prohibited from entering Germany.



**The SORT Program**

Recycling is the law in Germany and, as guests, we must abide by host nation laws. Generally speaking, host nation ordinances require the separation of trash at the point of generation, i.e., our homes.

Military personnel caught violating the community policy may be subject to action under the Uniform Code of Military Justice (UCMJ) and civilian personnel may be subject to action under the United States Army Europe Regulation 27-9, Misconduct by Civilians.

**Residents can use the Patrick Henry Village Recycling Center!  
Mondays – Saturdays 08:00 – 12:00 and 1300 – 1600**

**Closed on German Holidays.**

Bulky items such as furniture, carpets, etc., can be taken to the recycling center or collected at the curbside by appointment on Mondays. Bulky items will not be placed in the household waste or placed beside these containers. A special bulk pickup can be arranged by calling DSN 387-3217. If no one is available to answer your call, please leave a message on the answering service stating your name, your address, your daytime telephone number and a short message.

Most household hazardous substances can be taken to the PHV Recycling Center for proper disposal. Do not place hazardous substances in the solid waste disposal system or down the drain. Hazardous substances are considered dangerous to health and/or the environment and usually are described by any of the following: flammable, irritant, corrosive, reactive, poison, explosive, or water endangering. Common examples include paints, solvents, antifreeze, batteries, brake fluid, fuels, oven cleaners, disinfectants, and motor oil.

**Which trash for which containers?**

**Please ensure the cans are placed on the sidewalk no later than 6:30 on Pickup day**

CONTAINER	TYPE OF TRASH	Scheduled Pickup at NPHV
Gray and black	Non-recyclable waste/rubbish, i.e., cigarette butts, light bulbs, vacuum cleaner bags, dirty diapers, carbon or waxed paper.	Friday
Brown	Biodegradable or “compost waste”, such as grass trimmings, twigs, leaves, fruit, vegetables, coffee grounds, etc.	Friday
Blue	Paper, magazines and cardboard. Boxes must be flattened or cut	Friday
Yellow Bags	Packing material, beverage cartons, Styrofoam, plastic, metal.	Friday
White w/3 chambers	Glass containers are located centrally. Separated clear, green and brown glass. No porcelain.	

## Tips and Things to Know

### Dishwasher

Before using your dishwasher pour 1 liter water into the salt container. Using the funnel provided, pour in the salt until the container is full. Do not worry if water over flows from the unit when filling with salt, this is quite normal. Remove any trace of salt on the screw thread or on the gasket. Only use salt specifically designed for dishwashers. Table salt will damage the dishwasher (Refill after about 40 – 50 cycles)

Rinse aid is automatically added during the last rinse. The dispenser, which is positioned inside the door, holds about 110 ml of rinse aid, which is sufficient for 16-40 cycles, depending upon the dosage setting. Check that the baskets have been loaded correctly and that the spray arms can rotate freely.



### Washing Machine

After water shut-off run one empty cycle to clear the brown, rusty water.

### Dryer

Excessive lint buildup is a fire hazard. Clean your lint filter after every cycle. At least twice a year remove the dryer hose from the dryer and remove the lint from the hose.

Condensing Dryer: Condensed water is collected to water container. The water container needs to be emptied after every use. Not doing this may result in improper drying performance.



### Ceramic Stove Top

It is usually enough to wipe the stove top before and after use with a wet and then a dry cloth. Wiping it before use will remove dust and after will protect it and prevent damage. Dried stains can be cleaned with standard cleaning agents. Apply the concentrated cleaning agent on the **cold** stain; leave it work and then wipe with wet cloth. When applied on a hot surface, the cleaning agent may damage the ceramic glass top. Remove the dried and burnt stains with scraper.

Only reliable cleaning agents, especially designed for cleaning ceramic glass surfaces may be used. Any other cleaning agents may damage the surface. These cleaning items can be bought at the commissary.

### Ice Maker

In case of leakage of water, immediately shut off the water supply at the back of the refrigerator and unplug the icemaker.

### Floors



Parquet floors are particularly susceptible to damage by water and other liquids. Generally, a combination of vinegar and water will suffice to clean your parquet floors and it is strongly recommended that no other products or wax be used on your parquet floors.

As preventive measure against tripping do not put double sided tape on borders of rugs. The tape will damage the shellac of the parquet.

### Doors

Do not put nails in wooden doors to put up decoration. Fasten a string or a lace to the top of the frame and tie the decoration to it. The hole is not visible after removal.

### Outside Faucets

Please drain your outside hoses and store them inside no later than 1 October each year. Ensure the outside faucet is shut off. Some quarters have internal shut-off knobs to turn off the water, which feeds the faucet. Turn this knob off and then turn the outside faucet on until no water comes out. In the spring, please remember to turn the knob back on.

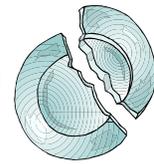


### Window Locks

The large window in the living room has no handle. It is being used for emergencies only. Also large furniture can be lifted through this window

### Fair Wear & Tear

Fair wear and tear is defined as the normal occurrence of expected wear to a component, system or any part of an assigned housing unit as a result of wear from normal use. Hand and fingerprints, stains, crayons, foodstuff, or decorative finishes on painted surfaces are not considered fair wear and tear.



### Cable Television

Residents residing on post receive free AFN cable channels. Those channels are AFN Europe, AFN Pacific, AFN Sports, AFN News and Spectrum.

### Telephone Company

**Telekom** is located at Herzstr. 12 Heidelberg (near Familia Center)

Hours of Operation:  
Mon- Fri 9:00-19:00,  
Sat 9:00-14:00  
Tel 0800 330 2020

## ICE Survey-Housing

Your feedback is paramount to our continued success. Please check our ICE survey website by clicking: [www.bw.eur.army.mil](http://www.bw.eur.army.mil) for your valuable comments and recommendations.

## Important Phone Numbers



### EMERGENCY NUMBERS – HEIDELBERG

	<b>Mil</b>	<b>Civilian</b>
<b>Fire</b>	<b>117</b>	<b>(06221) – 57 117</b>
<b>Fire (alternate)</b>		<b>(06221) – 19 217</b>
<b>Ambulance</b>	<b>116</b>	<b>(06221) – 57 116</b>
<b>Military Police</b>	<b>114</b>	<b>(06221) – 57 114</b>
<b>Engineers</b>	<b>115</b>	<b>(06221) – 57 115</b>
<b>Hazardous Material Spill Hot Line</b>	<b>117</b>	<b>(06221) – 57 117</b>
<b>Emergency Room</b>		<b>(06221) – 172-891/790/757</b>

### DIRECTORATE OF PUBLIC WORKS – HOUSING DIVISION

	<b>DSN</b>	<b>Civilian</b>
<b>Director, Public Works</b>	<b>387-3100</b>	<b>(06221) – 4380-3100</b>
<b>Chief, Housing Division</b>	<b>387-3290</b>	<b>(06221) – 4380-3290</b>
<b>General/Senior Officer Quarters</b>	<b>387-3345</b>	<b>(06221) – 4380-3345</b>
<b>Special Projects Officer</b>	<b>387-3360</b>	<b>(06221) – 4380-3360</b>
<b>Self Help Store</b>	<b>387-3232</b>	<b>(06221) – 4380-3232</b>
<b>Service Order Desk</b>	<b>387-3310/11</b>	<b>(06221) – 4380-3310/11/12</b>
<b>Environmental Division</b>	<b>387-3140</b>	<b>(06221)-4380-3140</b>
<b>Special Bulk Pick Up</b>	<b>387-3217</b>	<b>(06221)-4380-3217</b>
<b>43d SIG BN</b>		
<b>Communication Center</b>	<b>388-9570/9011</b>	<b>(06221) – 338-9570/9011</b>
<b>Transportation-Inbound</b>	<b>370-6347/8536</b>	<b>(06221) – 57-6347/8536</b>
<b>Transportation-Outbound</b>	<b>370-3503/8126</b>	<b>(06221) – 57-3503/8126</b>
<b>Damages caused by Government</b>		
<b>Moving Company</b>	<b>475-7894</b>	<b>(09641) – 83-78</b>